

Summary:

- User Experience Designer with 3+ years of experience delivering human-centered and data-driven design solutions across healthcare, enterprise, and B2B platforms.
- Specialized in healthcare UX, crafting accessible, compliant, and empathetic interfaces that improve patient outcomes, clinical workflows, and staff efficiency.
- Skilled in UX strategy, user research, wireframing, prototyping, and usability testing, transforming complex healthcare data into intuitive and actionable designs.
- Experienced collaborating with cross-functional teams—including clinicians, product managers, and engineers—to align design goals with business and regulatory requirements (HIPAA, WCAG 2.1).
- Passionate about inclusive and evidence-based design, leveraging user insights, analytics, and behavioral research to enhance engagement, accessibility, and trust in digital healthcare products.

Skills:

Design & Strategy: Interaction Design, Information Architecture, Design Systems, Accessibility (WCAG), Design Thinking, Visual Design, User Journey Mapping, Prototyping

Research: Usability Testing, User Interviews, Heuristic Evaluation, A/B Testing, Personas, Diary Studies, Card Sorting, Ethnographic Research

Tools: Figma, Adobe XD, Illustrator, Photoshop, Miro, Axure RP, InVision, Sketch, After Effects, Optimal Workshop, UserZoom, Qualtrics, Power BI, Google Analytics, Jira, Confluence, Agile / Scrum Collaboration

Technical: HTML, CSS, SQL, Data Visualization

Experience:

UnitedHealth Group
UX Designer

Aug 2024 – Present

- Led end-to-end UX design for healthcare analytics and patient engagement platforms, translating complex workflows into intuitive, user-centered interfaces that improved overall usability scores by 35%.
- Conducted user research, contextual inquiries, and task analyses with clinicians, care coordinators, and operations teams to uncover pain points and inform data-driven design decisions.
- Designed wireframes, user flows, and interactive prototypes in Figma, ensuring consistency across dashboards, patient portals, and internal tools.
- Partnered with cross-functional teams (product managers, developers, and clinical SMEs) to translate business requirements into accessible and compliant experiences following HIPAA and WCAG 2.1 guidelines.
- Facilitated usability testing, heuristic evaluations, and design workshops, driving iterative improvements that simplified navigation and reduced cognitive load.
- Contributed to the development of a design system to standardize UI components, improve scalability, and maintain brand consistency across enterprise products.
- Advocated for inclusive design practices and collaborated with accessibility teams to ensure all user interfaces met healthcare accessibility and compliance standards.

Convergent Media and Exploratory Technologies, Indianapolis, IN
Lead User Experience Designer

Oct 2023 – May 2025

- Directed UX design for 10+ B2B digital platforms, identifying usability gaps and achieving a 25% increase in task completion.
- Conducted user journey mapping, heuristic analysis, and user interviews to drive iterative design improvements that raised engagement by 20%.
- Delivered high-fidelity prototypes in Figma, collaborating closely with developers to ensure design accuracy and responsive implementation.
- Championed data-driven design reviews using behavioral analytics, aligning business KPIs with user goals.

Colgate Global Business Services
UX / Quality Analyst

Aug 2022 – Jul 2023

- Automated UI validation workflows with Testim, identifying and resolving critical design discrepancies pre-launch.
- Conducted accessibility testing and design QA to ensure consistency across digital platforms.
- Partnered with UX teams to document usability findings, accelerating release cycles by 15%.

Education:

- Master of Human Computer Interaction, Indiana University

Achievements & Leadership

- Winner – HCI/D Design Challenge, IU Bloomington
- President – Women in Technology, Indiana University

- Vice President - IUI Design Coterie, Indiana University